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NEDWeb

NEDWeb Business Specification

NIH ENTERPRISE DIRECTORY

NEDWeb Business Specification

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Draft 2	5/26/2004	NEDWeb Team	Incorporates changes based on PM review
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INTRODUCTION

NEDWeb is the Web-based front end to the NIH Enterprise Directory (NED). NED contains identity, contact, and organizational information for all members of the NIH workforce and others who utilize NIH services or resources (e.g., FDA staff working on the NIH campus). For additional background information on NED, please refer to the NED Overview document.

NEDWeb is comprised of two main components: 1) the AO/AT interface, and 2) the public search/self-service update interface. Descriptions of each and their respective functions are discussed in this document. It is assumed that the reader is familiar with NED.

BACKGROUND

First developed as a rapid prototype, work on NEDWeb commenced in March 1999. The NIH Directory Steering Committee (DSC), which consisted of Administrative Officers (AOs) and other stakeholders, provided input to the NED project team with respect to NEDWeb user interface design, desired functionality, impact on business processes, and security issues. The DSC met on a biweekly basis throughout most of the year.

The NEDWeb AO/AT interface was piloted in November 1999 in the Center for Information Technology (CIT), the National Institute of Nursing Research (NINR), the National Center for Research Resources (NCRR), and the National Institute on Alcohol Abuse & Alcoholism (NIAAA). Changes were made based on the pilot and general deployment to ICs commenced in the spring of 2000 following NED being granted a Privacy Act Clearance. By July, over 500 AOs and Administrative Technicians (ATs) had been trained and the AO/AT interface was deployed to all ICs. Over the next several years numerous enhancements were made to the AO/AT interface as a result of end user and NED IC Coordinator (NIC) feedback.

The AO/AT interface features the following capabilities:

- **Workflow** between AOs and ATs. (AOs have the ability to enter information and commit changes to NED, while ATs must submit information they've entered to AOs for approval before changes are committed to NED.)
- **Scheduled Actions**, which permit actions to be approved and scheduled so that they execute on a predetermined future date.
- **Email Notification** based on the occurrence of certain events (e.g., AOs are notified when ATs submit actions for review).
- **User Administration** that allows NED IC Coordinators or other AOs to add and delete or modify access privileges. (ATs cannot be authorized for user administration.)

In January 2004, a version of the AO/AT interface was deployed that used NIH Logins for authentication. (Authentication had previously been based on Integrated Time & Attendance System (ITAS) credentials.)

The public search interface (<http://ned.nih.gov>) was deployed in September 2000. This interface allows a person to easily find information about the approximately 40,000 people who work at NIH. Information displayed on the public search interface includes only information that is used to locate or contact a person at work, such as their email address, postal and delivery addresses, telephone numbers, organizational affiliation. Personal identify information is not displayed on the public search interface.

A self-service update component was added to the public search interface in February 2001. This allowed record owners to update some of their own NED information without AO approval. Enhanced self-service update, which allowed for the update of additional information as well as the ability for a person to view **all** information contained in his or her NED record, was deployed in January 2004. Enhanced self-service update also employs the NIH Login for user authentication. Previously, ITAS had been used, which limited self-service update capability to NIH FTEs. With the advent of NIH Login, self-service update is now available to contractors, volunteers, fellows, and guests as well.

BUSINESS FUNCTIONS

The primary purpose of NEDWeb is to provide a means for managing directory content and authorizing NIH services. As mentioned previously, NEDWeb is comprised of two main components: 1) the AO/AT interface, and 2) public search/self-service update.

AO/AT Interface

Administrative Offices (AOs) and Administrative Technicians (ATs) use the AO/AT interface for the following purposes:

- Registering new workers in NED
- Updating information for existing workers
- Deactivating NED records when a person leaves NIH
- Transferring workers between Institutes or Centers (ICs)
- Authorizing NIH services
- Creating Reports

Registering New Workers

One of the primary functions of NEDWeb is to provide a vehicle for creating new records, or **registering** people in NED when they first come to work at NIH. The registration process establishes an identity for a person based on personal information (e.g., name, SSN, date of birth, place of birth) entered in his or her NED record. An important part of the registration process is the assigning of an NIH ID#, which associates a person with their personal identifying information. This NIH ID# is used by a number of NIH enterprise systems including the ID badge/card key system.

Updating Information

The AO/AT interface provides a means for updating existing records so that information can be kept current. While record owners are able to update some of their own information using self-service update, only AOs/ATs have the ability to update other information. For example, record

owners can add or update preferred names, but only an AO can update legal names. NED also obtains certain information from external **authoritative sources** (e.g., the Human Resources Database). In such cases, AOs are not allowed to update this information using NEDWeb. It must instead be updated in the authoritative source and the change(s) will then flow into NED.

Deactivating Records

NEDWeb provides a mechanism for deactivating records when people leave NIH. This facilitates the employee separation process and enhances security by making it possible for applications connected to NED to deactivate accounts and prevent unauthorized access to NIH facilities. Take the case of a person with access to a specific group of labs, NIH Library privileges, and a CIT mainframe account. When this record is deactivated in NED the person will no longer have access to the labs or the ability to check out Library materials and the mainframe account sponsor will be notified so that the account can be closed.

Transferring Workers

It is common for people to move between ICs during their tenure at NIH. NEDWeb provides a mechanism for transferring a person to a new IC should their IC affiliation change. This process involves an action by an AO in the person's current IC to change their directory status to transferring and a subsequent action by an AO in the gaining IC to activate the person's record in the new IC.

Authorizing Services

NEDWeb is used to authorize the following NIH services:

- ID badge/card keys
- NIH Library privileges
- Listing in the NIH Telephone and Services Directory
- Active Directory accounts and Exchange Mailboxes

ID Badge/Card Key

AOs/ATs use NEDWeb to electronically authorize a person to receive an ID badge/card key. This process replaced the old paper-based system that utilized NIH form 1308. Authorizations performed in NEDWeb are sent to the ID badge/card key system (Continuum) and processed approximately every five minutes. Continuum sends information back to NED when badges are issued, which enables NEDWeb to provide badge replacement options (e.g., renewal, lost, broken, name change) to AOs/ATs. Card key door access is a separate process handled outside of NEDWeb by ORS/DPS. AOs can, however, disable door access using NEDWeb by deactivating a person's record or simply "revoking" his or her badge and leaving the record active.

NIH Library

AOs/ATs use NEDWeb to electronically authorize NIH Library privileges. This process replaced the old paper-based system that utilized NIH form 1948. Authorizations performed in NEDWeb are downloaded and processed by the Library's patron database (Innopac) each

evening. An AO/AT can revoke Library privileges using NEDWeb by deactivating a person's record or simply revoking his or her privileges and leaving the record active.

NIH Telephone and Services Directory

AOs/ATs use NEDWeb to electronically authorize a person to be listed in the Personnel section of the NIH Telephone and Services Directory ("paper directory") and to make changes to a person's listing information. This process replaced the old paper-based system that utilized NIH form 433. Authorizations and changes to listing information using NEDWeb are sent to the NIH switchboard operators' database approximately every 15 minutes. When the group that produces the paper directory is ready to issue a new edition, a snapshot is taken of the data, the data formatted, and then sent to the printer.

Active Directory Accounts and Exchange Mailboxes

AOs/ATs can use NEDWeb to authorize NIH Active Directory (AD) accounts and Exchange mailboxes if their IC participates in the "Constellation" AD provisioning system. When a person is authorized by an AO for an AD account and Exchange mailbox, NEDWeb obtains a username from the NIH Uninames database and passes this to Constellation, which automatically creates the AD account and Exchange mailbox. When NED records are deactivated, NEDWeb revokes the AD account and Exchange mailbox authorizations. This event is detected by Constellation, which triggers a deletion of the AD account and Exchange mailbox.

Creating Reports

The AO/AT interface offers the ability to create custom reports that are used for various purposes by ICs. For example, the ICs can generate up-to-date phone directories or run reports to determine when ID badges will expire.

Public Search/Self-Service Update

The second component of NEDWeb is the public search/self-service update interface. As the name implies, the purpose of this interface is twofold: 1) to provide a means for people to search NED in order to locate or contact members of the NIH workforce, and 2) to allow record owners to update information contained in their own NED record.

The public search interface (<http://ned.nih.gov>) can be accessed from anywhere on the Web, but in order to update their NED record an entry owner is required to have accessed the public search interface from an NIH network. Record owners must also authenticate to self-service update using their NIH Login. A record owner cannot update all of his or her information using self-service update. For example, legal name, IC affiliation, and classification can only be changed by an AO. Record owners can, however, view all the information contained in their NED record.